

Secure Email

- ❖ When you receive a secure email from Benefits Administration, the subject will be Secure Web Delivery Notification.
- ❖ Emails may come from either Benefits.Administration@tn.gov or directly from the Benefits Analyst working on the issue.
- ❖ In the email, there will be two different links:
 - The first one is the View Message link. This link will take you directly to the login screen to view the message you received.
 - The second one is the Forgot Your Password? link. When you click on this link, you will receive a pop-up box telling you that a temporary password has been emailed to you.
- ❖ When you view the email by clicking on the View Message link, you will be taken to the welcome screen of the McAfee Secure Web Mail. On this screen, you will have a User Name field and a Password field. The User Name field will always be your email address. The first time you try to view a message, there will be 2 fields for you to create a password and re-type it. Make sure you click the Submit button not the Reset button. The Reset button does nothing but clear the screen.
- ❖ If you have forgotten your password, click on the Forgot Your Password? link in the primary email you receive. No follow-up emails have this link. You may receive emails telling you that you have not viewed the email in over 2 days or that an email is getting ready to be deleted after being in the system for 14 days. If you have forgotten your password and you do not have the primary email, then another secure email will need to be sent to you so you will have the Forgot Your Password? link to start the process of changing your password.
- ❖ When you click on the Forgot Your Password? link, you will receive a pop-up box telling you that a temporary password has been emailed to you. The email you receive will be from Secure.Email@tn.gov and the subject will be Secure Web Delivery Password Reset Notification. This email will have a new temporary password and a Reset Password link. You will need to go to this link and type in your **CASE SENSITIVE** temporary password along with a new password that you have chosen. The Password must be a minimum of 8 characters in length and can be a mixture of alpha and numeric characters. Again, make sure you click the Submit button not the Reset button.
 - If you receive an error stating that you have reached the limit, then another secure email will need to be sent to you so you can start the process of changing your password again.
 - Another problem you may run into is that the link in the Secure Web Delivery Password Reset Notification email may not be complete. If you click the link and get a blank page, you will need to copy and paste the full link into your web browser. This will solve the problem.
- ❖ Once you have changed your password, you will need to go back to the original/primary email notification. You will need to click on the View Message link to see one or all the messages you have received.